

April 2018

OSBORNE



**There is always time
for your safety!**

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April 2018 - STOP Think!



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Completing our year end is always a good opportunity for reflection and I am delighted to be completing year end reports which show healthy improvements in both our safety and business performance.

We have met the key targets that we committed to our wider Business; delivering these from a wider customer portfolio which has further increased our resilience and sustainability as a business. We have also put in place robust foundations to deliver the growth plans set out within our Business Plan.

From a safety perspective, we have almost halved the number of people injured on our sites this year, which is a terrific achievement for the team. We have set the bar very high, so we need to really increase the pace of change to ensure that this downward trend continues further.

The Risks Remain High

We know the dangers of complacency and we remain fully aware of the risks created by the environments within which we work. On the anniversary of two significant "Near Miss" events that we had last April, I have literally just sent a message requesting a Stand-Down Briefing across all our sites and offices to undertake a STOP Think! Reflection. I can still picture our two operatives scrambling desperately onto a platform to avoid a 67mph train at Ascot Station; and our unprotected people in their vehicles on the M23, with the traffic management removed and the morning rush-hour cars accelerating towards them.

The memories from these two events still leave me cold when I reflect on how close we came to our people not returning home. These Near Misses were a serious wake up call for our Business and it is essential that we continue to;

- Learn from these incidents,
- Remind ourselves of the high risks that we face each and every day,
- Recognise the fine lines between safely delivering our projects and catastrophically getting it wrong.

As the investigations indicated, we are only as strong as our weakest link in the chain. We must ALL be consistent and unwavering in the exceptional standards that we set ourselves, and hold ourselves accountable to deliver. We have to create a culture where every single person working on Osborne projects feels able to speak up, never walks by and always reinforces the message that nothing is so important that it cannot be done safely.

Relentless Cultural Journey...

In order to achieve this culture, we have to continue to drive our STOP Think! Programme. Hence I have been putting together the content for our STOP Think! Refresher. This year we will be rolling this out to everyone within our Infrastructure Business as well as to many of our customers and suppliers. We have also set up a STOP Think! Leaders Day, to help to shape the next phase of our programme.

In support of this continued journey, I am interested to benchmark ourselves against the Cultural Survey that we undertook 18 months ago. Therefore, this month we will be launching an updated survey across every one of our projects and offices. We used the information that you all provided last time to really help focus our actions and communications; so please do take the time to help us again. The survey will be open from 16 – 29 April. Please look out for further information and take the time to answer this openly and honestly. Thank you.

John Dowsett
Managing Director Infrastructure

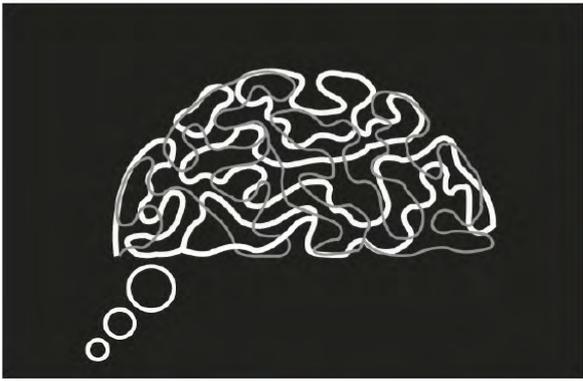


STOP Think! Moments

April 2018 - STOP Think!

OSBORNE

STOP Think! Refreshers - Coming Soon...

	A	B	C	
	Antecedent	Behaviour	Consequence	
Alpha State				Behaviours
Attitudes				Habits
Time v's Risk				Personal Risk Perception

How many Models do YOU Remember?



07971 125 180
24 hour Infrastructure
Advice & Reporting

Feedback to:
julie.king@osborne.co.uk
www.osborne.co.uk



Ashford International Station, Kent Braces itself for the Weather Onslaught

Ashford, Kent Weather Warning

The Ashford International Station Project involves Gauge Clearance Works to the Channel Tunnel Rail Link Chord Platforms 3 & 4 to accommodate the new Eurostar trains. Following weather reports across the country, including Ashford, to expect snow showers, freezing conditions, high winds and treacherous road conditions our site team immediately began planning initial actions to prepare for these conditions. Having successfully met their target to handback Platform 3, the team were keen to work with the weather to reach their final milestone and hand back Platform 4 into full operation – but not at the expense of safety.



Immediate Actions

As the full effects of the impending weather were not known, the site team along with the supply chain began taking additional site precautions by: -

- ✓ Increasing the bracing/ tying back/ inspections and security checks on the boundary fencing separating the Eurostar platform and customers from the worksite.
- ✓ Supplying and assembling a temporary security hut on the platform for the Eurostar 24 hour Security Personnel for some welcomed shelter from the elements.

The site team continued to demonstrate personal safety awareness and willingness to travel into work despite the initial weather warnings.



Good Practice Reminders and Further Actions

As the weather deteriorated, early discussions were held between the site team/ management and the supply chain as to whether the works should continue or be suspended. The following factors were considered:-

- Being so close to achieving the forthcoming milestone and hand back date.
- Our main supply chain being based in Ashford.
- Lost time/ programme.
- Incurred stand down costs.
- Safety and wellbeing of staff onsite and travelling to and from site from surrounding areas.

It was decided, with the full support of our customer, that in order to ensure the safety of staff traveling into Ashford in hazardous road conditions, all works on site would be suspended until the weather conditions improved. We could then utilise our Ashford based supply chain to continue to carry out the necessary security checks and ensure the site remained in a safe condition during these severe weather and road conditions.



STOP Think! Never put Productivity before Safety.
Remain Vigilant – not all hazards are inside the site boundary.



Learning from:

- Safety of the Line after Engineering Works
- Be Aware! - Weil's Disease
- Vehicle Incursions Best Practice
- Nanomaterials – the new Asbestos?
- Stop. Make a Change Campaign 2018
- Highways England Health, Safety and Wellbeing Briefing
- Southern Shield Website Update – Best Practice

Safety of the Line after Engineering Works

As seen in the recent Infrastructure Projects Southern Safety Flash Report, the RAIB has issued urgent safety advice concerning safety of the line after engineering work. Over the last few years there have been a number of incidents in which railway lines have been returned to service in an unsafe condition following engineering works.

Given the serious nature of these types of incidents, RAIB has advised Network Rail to take urgent steps to review the effectiveness of the measures it has already taken to address this risk. It also advises implementing any additional measures that are required to ensure the safety of the line following engineering work. Recent incidents have included:

- A train struck the end of a long length of rail which had been left on the line. Luckily the train did not derail, but pushed the rail into the cess.
- An on-track machine, leaving an engineering possession encountered a large tubular steel pile obstructing the line on which it was travelling.



Please ensure:-

- That on completion of engineering work, a nominated competent authorised person undertakes an inspection of the track to confirm that it is safe for trains at the authorised line speed.
- Take the opportunity to review the effectiveness of the steps that you are already taking to address this risk.
- Implement any additional measures that are required to ensure the safety of the line following engineering works.

You can see the full RAIB Safety Advice on the Government Publications website:-

<https://www.gov.uk/government/publications/urgent-safety-advice-022018-safety-of-the-line-after-engineering-work>



Be Aware! - Weil's Disease

A delivery driver has recently won a legal battle against his employer after contracting the potentially fatal Weil's Disease, believed to have been caused by handling items soaked in rat urine. The driver was hospitalised in 2012 as the disease spread through his body, turning his skin yellow as his kidneys began to fail. Doctors believe the lorry driver contracted the disease through a minor cut on his eye after handling empty packaging and food waste while carrying out deliveries from a depot.



After two weeks of battling extreme flu-like symptoms the driver commented that his eyes and skin had both turned a violent shade of yellow and he could barely walk. If he had waited another day to go to hospital the disease could have spread to his heart and lungs and the outcome could have been quite different.

What is Weil's disease?

Weil's disease is a severe form of leptospirosis. This is a type of bacterial infection caused by *Leptospira* bacteria. You can contract it if you come into contact with the urine, blood, or tissue of animals or rodents that are infected with the bacteria. Rodents are one of the primary carriers of the infection.

You can also contract it from contact with soil or water that is contaminated with rat urine if it gets into your mouth or eyes, or enters any cuts or grazes.

So please be very aware of any signs of rodent activity and be sure to:-

- ✓ Wash your hands with soap and water after handling animals or animal products
- ✓ Clean any wounds as soon as possible.
- ✓ Cover any cuts and grazes with waterproof plasters.
- ✓ Wear gloves and protective clothing.
- ✓ Avoid stagnant water and water from farm runoffs.
- ✓ Shower as soon as possible if you've been in potentially infected water.

Vehicle Incursions Best Practice

As we know only too well, there are many challenges around intentional and unintentional incursions into our work areas, with driver behaviour playing a key role.



We therefore have to ensure that we are putting as much protection in place as we can for our workforce. This must include ensuring the protection of our teams who install and remove the traffic management. We must ensure that our teams, including our suppliers are aware of best practice relating to reducing incursions to minimise this risk to the workforce.

Please do visit the information contained in the Safety Hub Web Page and 2018 Incursions Campaign as linked below;

<http://www.highwaysafetyhub.com/traffic-management-incursions.html>

<http://www.highwaysafetyhub.com/roadworks-vehicle-incursions-2018.html>

Nanomaterials – the new Asbestos?

Nanotechnology is an exciting, innovative area promising great benefits to many areas of life, industry and commerce, including construction and the built environment.

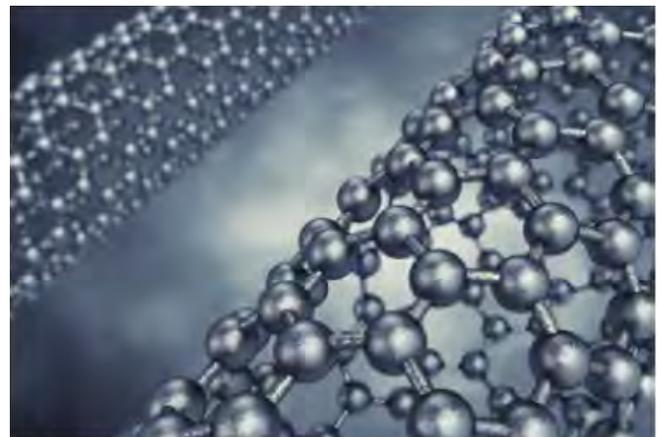
However there are concerns about the health impacts from nanotechnologies. We don't know which materials contain nanoparticles; we don't know which nanoparticles are present; and we don't know how easily they could become hazardous to health.

But despite the current gaps in our understanding of the associated health risks, it is anticipated that by 2025, 50% of materials will contain nanomaterials.

What are Nanomaterials?

Nanomaterials have particles that are 1nm – 100nm in size and can be natural or manufactured. In comparison – a human hair is approximately 100,000nm in diameter.

Nanomaterials can already be found in a wide range of existing substances. Common “nano-enabled” construction materials include high strength concretes, self-cleaning glass windows and novel insulation materials. There are concerns that some nanomaterials, in particular carbon nanotubes (CNTs), are similar in shape to asbestos fibres.



Carbon nanotube

There is currently no legal requirement to clearly identify whether a material is nano-enabled or to give specific information on the nanomaterial used. As a potentially hazardous material, the requirements of the “Control of Substances Hazardous to Health Regulations 2002” must be applied.

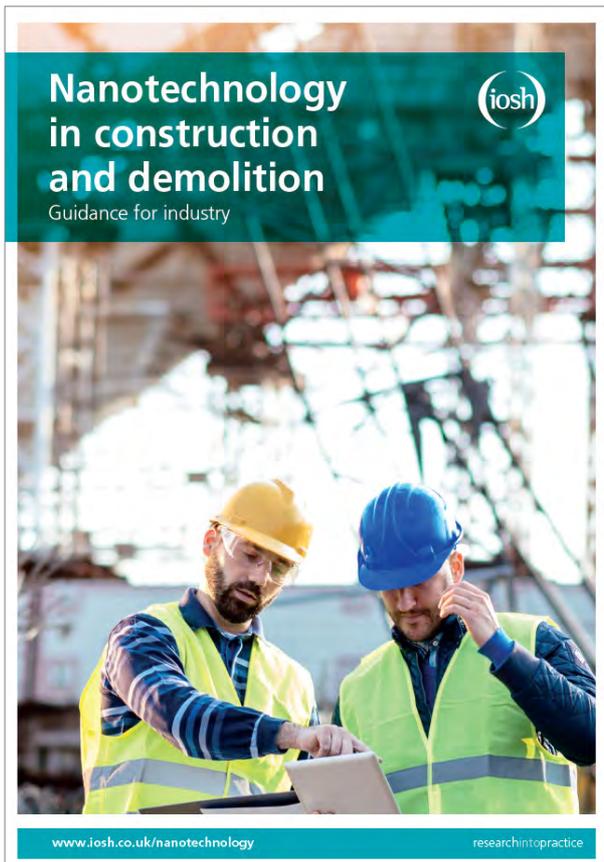
The Institution of Occupational Safety and Health (IOSH) have published some great guidance on nanotechnology in construction and demolition covering:-

- Managing the existing risk.
- Balancing the benefits and risks at the design stage.

- Recording when and where nanomaterials are used.
- Using risk control measures.

Well worth a read:-

<https://www.iosh.co.uk/nanotechnology>

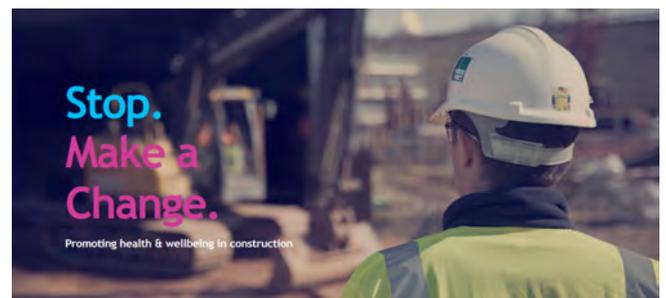


This year events will be held during a two week period from 16 to 27 April 2018, expanding to cover the whole of the UK Construction Industry. The focus will be on two key priorities:-

- Mental Health
- Plant Safety

The intent is to increase the impact and share the best practice that has been developed more widely. In support of this campaign, we have put in place a series of commitments that will be implemented within our own business. So please watch out for more information from our SHE Team and visit:-

<https://www.stopmakeachange.co.uk>



Highways England Health, Safety and Wellbeing Briefing

Each month Highways England cascade their Construction and Maintenance "Health, Safety and Wellbeing Briefing" which includes useful links, alerts and news updates. The February Edition includes articles covering:-

- Roadworks Incursions Campaign
- Highways England Safety Alerts
- Health, Safety & Wellbeing Awards
- Improving IPV Conspicuity
- Winter Toolkit

Stop. Make a Change Campaign 2018

Following the success of CECA's "Stop. Make a Change" Campaign in April 2017, the dates have been set for the 2018 Campaign. Last year more than 60 companies, across 1,000 sites, with more than 60,000 employees took part, downing their tools to focus on working together to build a healthier, safer industry.



- Time To Talk Day
- Mental Health Training Courses
- Flexible Working
- Drivers Hours

examples of Best Practice for consideration such as:-

- Observation Station
- Names on Hard Hats
- Retractable Barrier System
- Medical ID Smart Phone App
- Diesel Hybrid Excavator
- Community Notice Boards

You can also submit your own Best Practice ideas to the Southern Shield Best Practice Group using the template provided on the website.

To read, download or share your Best Practice go to the website "Best Practice" Area:-

<https://www.southernshield.co.uk/best-practice/90/>



Roadworks Vehicle Incursions Campaign

Month three of the incursions campaign focusses on the reporting of the vehicle incursions to Highways England. The information is collated and being used by the incursions working group to produce a strategy for reducing the risk of incursions occurring and methods of capturing events for action should they occur. Please see the link to campaign material here:-

<http://www.highwaysafetyhub.com>

A library of the briefings is also available on the Government Publication website:-

<https://www.gov.uk/government/publication/s/delivery-hub-health-safety-briefings>

Southern Shield Website Update – Best Practice

The Southern Shield website has been updated with a new page with lots of great

Southern Shield	
Good/ Best Practice feedback	
Nature of works	Excavation
Date of good practice note	February 2018
LPG/Diesel Hybrid excavator	
Description of the good practice Projects are facing rising fuel costs and legislative pressure to meet increasing stringent environmental regulations. Euro 6 emissions standards are already in place for heavy duty diesel vehicles and it now encompasses all light commercial vehicles.	

The Lesson Learnt from an Operational Close Call at Redhill Platform 0 has now also been added to the website. To see the full Lessons Learnt go to the Southern Shield website and open the Lessons Learnt Booklet, Item 19.

<http://www.southernshield.co.uk/library/3/>



Sharing from:

- Ashford International Grand Opening
- A Year at Twickenham
- Minor Works Clean Sweep of Frameworks
- Liverpool Public Engagement Day
- HS2 Team Highly Complimented
- A14 Exceptional Stakeholder Engagement
- M25 Team Highly Commended at Smart Safety Awards
- Burnaby Road Bridge Gold Rated Site - Period 12
- Poppy Appeal Results
- Cultural Survey 16 – 29 April

Ashford International Grand Opening

Network Rail and Osborne recently celebrated the successful completion of the Ashford Project with a Grand Opening - following the completion of gauging works to Platforms 3 and 4 to allow Eurostar's new Class 374 trains to service Ashford International Station.



Chris Grayling MP attended the Opening ceremony, unveiling a plaque in recognition of this success. A number of VIP Guests were taken from the Eurostar Terminal Area through Customs and onto Platform 4 to await the arrival of the first Eurostar Class 374. The remaining guests moved onto Platform 5 to view the arrival of the train.

Compliments have been received from our customer, HS1 and the Local Council, a true testament to the way that Keogh and Osborne have worked together to safely deliver this challenging project:-

"A big thanks you to all involved – fantastic achievement. Also a fantastic safety record: NOT one injury over the duration of the project and this includes no finger injuries of any kind."

"I can't thank you all enough for the brilliant work you have done to get this work delivered on time and in budget and with no accidents. This safeguards Ashford's status as having an International Station supporting the economy of Kent. I hope you are all very proud of your achievements on this project, and it demonstrates great partnership working."

THANK YOU to the WHOLE Team including Brendan Keogh Construction

For your enormous efforts to hit the programme milestone for the arrival of the Eurostar trains – whilst always prioritising safety and workmanship. A truly outstanding result.

A Year at Twickenham

In conjunction with our Construction colleagues, our collaborative team at Twickenham recently celebrated one year since starting on site and what a transformation! From dismantling platform canopies and demolishing footbridges, erecting a new Temporary Ticket Office and Temporary Footbridge, to piling and installation of the precast concrete columns that will support the new station on a raft over the tracks; the team have worked tirelessly to meet the ever challenging deadlines.

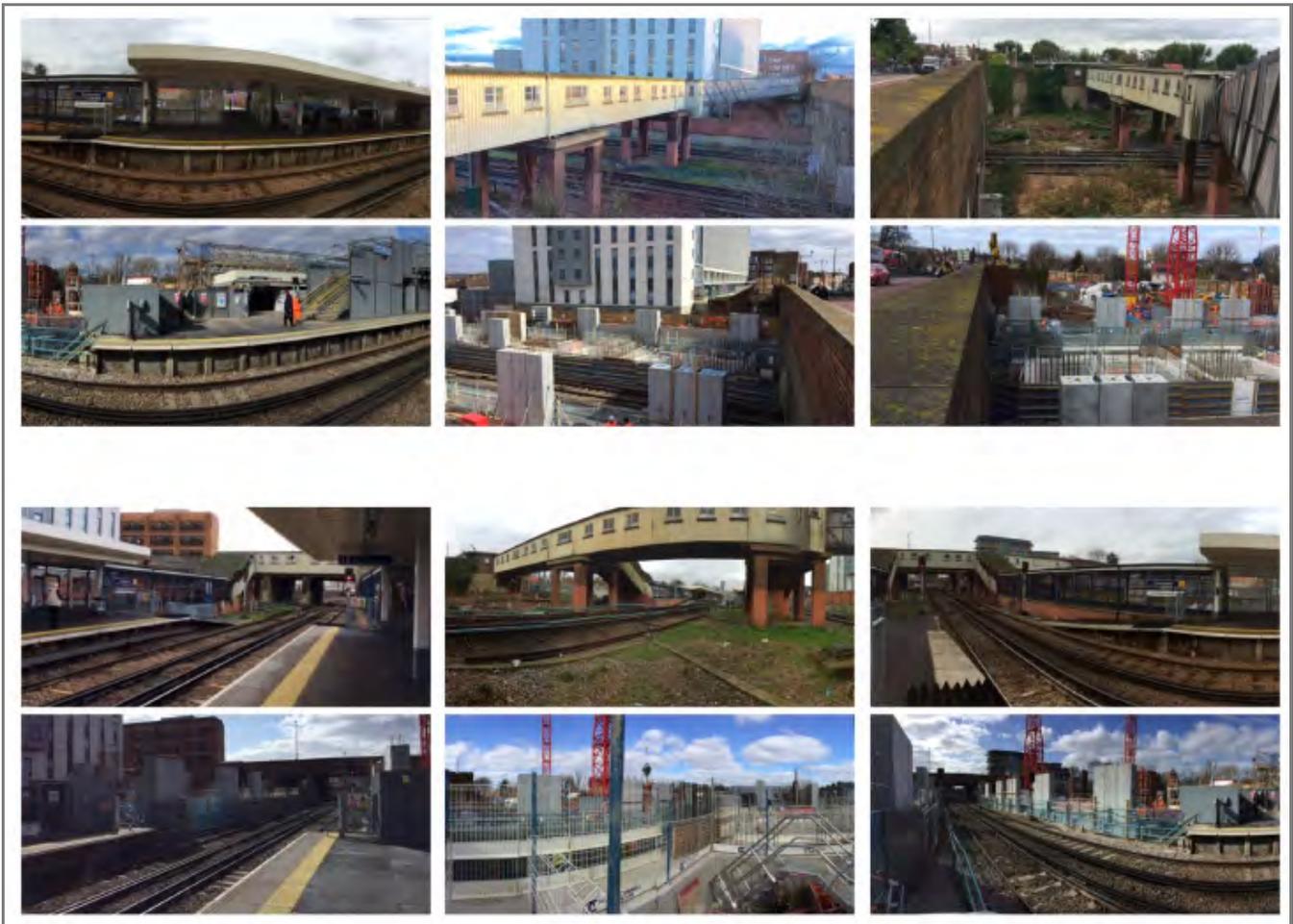
And as our team continue to progress the complex station works, despite enormous pressures and ever looming deadlines, they

continue to put the local residents and travelling public at the forefront of their thinking.

"I called at the site office this morning and met Bruce. He was extremely pleasant and informative about the site, public viewing panels and projected time on site. He is an asset to the company!"

Thank You to the Whole Team!

For your consistently professional and efficient delivery.



Minor Works Clean Sweep of Frameworks



Our Minor Works Team has been awarded the latest Property Works Frameworks for Network Rail in the Wessex, Sussex and Kent Routes for the next 4 years, with a potential to extend to 6 years.

This is the first time in many years that the same contractor has been awarded all three southern routes and builds upon the good work they have been doing since taking over the contracts in Sussex (April 2017) and Kent (September 2017).

This award enables us to work collaboratively with Network Rail to deliver an excellent and safe service to the wider stakeholders and passengers across the network. Our Minor Works Team has now successfully delivered this work in various routes for nearly 20 years on a continuous basis, and should be rightly proud of this achievement.

Thank you to everyone involved in successfully delivering these works and many thanks to all who helped secure these very important contracts.

Liverpool Public Engagement Day

Our team working on the A565 North Liverpool Key Corridor Project recently held a joint Public Engagement Day with Liverpool City Council and Amey to update local businesses and residents on the progress of the scheme. The event was held at the historic Titanic Hotel which is centrally located within the scheme.



Project Manager - Chris Charnley, Customer Stakeholder Manager - Duncan Edgar, Senior Site Manager - Peter Collins and STOP! Think Lead - Mick Reeves delivered a wealth of information such as forthcoming Traffic Management arrangements and programme. Liverpool City Council and Amey Project and Design Teams outlined the wider regeneration plans for the area. The event was a great success with many positive comments received:-

"I have already noticed that I spend far less time waiting at the junction. A great improvement."

"I really like the new paving. It fits in nicely with the original surroundings."

"This is going to be fantastic when it is all finished. It will make it an ever better place to live!"

"It's good to know that the Works will have minimum impact on my business. Thank you!"

"Your guys were brilliant a couple of weeks ago. There was a terrible crash next to where they were working. They instantly took charge of the situation. Stopping and controlling the traffic, ensuring that those involved were ok and looked after. Very impressive!"

"I am grateful that I have been regularly kept informed of the ongoing works. The fact that I have been able to attend today and see exactly what is planned is good. Thank you!"

"I really like the fact that we are being asked our opinions. I know that ultimately it will have to happen but being given the chance to contribute our thoughts is very re-assuring!"

"I now realise that the road works is just the start. I can't wait for Ten Streets to be completed."

"I was really worried about what the impact of the works was going to be on my 'day to day' life. I am now re-assured and excited at the prospect of the completed Ten Streets project!"

HS2 Team Highly Complimented



Well Done to Ian Holden and our HS2 Team who are busily constructing the M25 slip roads for HS2 construction traffic and a temporary diversion road. They have received a rather nice compliment from our customer:-

"I have witnessed exceptional customer service with the work being carried out on the M25 Slip Roads. Whether this be the service provided to the two clients involved, or the other contractors working on the site, or members of the public affected by the work, the response has always been the same – to help solve the problem, whatever or whoever the cause, to do that calmly, quickly and efficiently, looking at all options and opportunities, even if it is not their direct responsibility – and to do it with a smile of their face. Nothing seems to be too much trouble, even though it places extra demands on individuals, and tolerance and patience are in abundance. It is a real pleasure, and very refreshing, to see this attitude, day in, day out, and great to witness this in an industry that works on low margins in all weathers where it is very easy to be tempted to cut corners. Could not praise them more."



Thank you ALL

For this highly successful day – and taking the time to understand important stakeholder issues.



Well Done to All.

This is a fantastic example of the special culture that our people have in Osborne.

"I live in Felixstowe Suffolk and use the A14 regularly... I'd like to say a Big Thank You for the areas with a new surface. It's comfortable and so much quieter. I can't wait for the rest to be done. Thank you, you're doing a great job."

A14 Exceptional Stakeholder Engagement

As part of our Collaborative Delivery Framework for Highways England, our team are working on a package of schemes to repair and upgrade the strategic network in the East of England. Despite numerous challenges, they go out of their way to protect and consider not only their workforce but all who are impacted by the schemes, as demonstrated by the feedback received from road users and other stakeholders.



"I would like to pass on my sincere thanks to all involved in the works last night. As we were driving through the site maintaining the Lay-by closures we came across damage that was located at the start of the concrete work area, so not actually sure it's within the allocated works. However, due to the severe nature of the damage and concerns to the safety of the public I raised my concerns with the TSCO. So often I hear "that's not our job / problem / work area etc." But without hesitation The TSCO contacted the Osborne Site Supervisor, who then allocated resources and made the location safe before we re-opened the road. Without wanting to be over dramatic, this damage could have caused a severe accident, and while we all know the A14 is in a poor state I'm glad we didn't just overlook this as "not our problem". Thanks again to all."

Well Done to Martyn Cox and the WHOLE Team

For your exceptional stakeholder engagement to ensure the safety and comfort of all road users

M25 Team Highly Commended at Smart Safety Awards

In recognition of the importance of reporting Near Misses (Improvement Opportunities) our customer Connect Plus regularly holds Smart Safety Awards Forums.

One of our Supervisors, Steve Keech, who works for our supply partner Kane Haulage was Highly Commended at the February ceremony for raising the importance of using our "Permit to Break Ground" at all times.

Congratulations Steve Keech

For your actions to ensure all our people return home safely every day.
A well-deserved award.



Poppy Appeal Results

We were recently advised that our One Team Wessex raised an amazing £5,786.86 for the British Legion Poppy appeal! Back in November, 50 volunteers from across Network Rail and Osborne collected at three stations, raising £1500 more than last year. Well done to everyone involved for helping such a worthy cause.

With Special Thanks to...

Lisa Cridge, Sam Mitchell, Luke Leighton and Anastasiya Tsigankov for organising another very successful Poppy Appeal.



Burnaby Road Bridge Gold Rated Site - Period 12

Congratulations to the Burnaby Road Team at Portsmouth who achieved the Period 12 "GOLD" rating from Network Rail, and were the top scoring site for Wessex.



This is only awarded to the best sites across IP Southern, so to achieve Gold is a great achievement.

A massive well done to all involved!

Cultural Survey 16 – 29 April

This month we will be launching our Cultural Survey across every one of our projects and offices. Please do take the time to answer this openly and honestly so that we are able to review the progress made against the previous survey results from October 2016. . We have used the information that you all provided last time to really help focus our actions and communications. The survey will be launched on 16th April and the closing date for returns will be 29th April.

Please look out for further information and give this important survey your full support.

Thank You.

Health & Wellbeing



- Hand Arm Vibration Syndrome - HAVS
- Southern Shield Health and Wellbeing Newsletter
- HS2 Healthy Heart Stepathon
- Liverpool Know Your Numbers

Hand Arm Vibration Syndrome – HAVS

Hand Arm Vibration is vibration transmitted into your hands and arms when you use hand-held powered work equipment. Workers who are regularly exposed to high levels of vibration may suffer from a variety of work-related injuries such as:-

- Impaired blood flow and nerve damage to the hands and arms.
- Severe pain in affected fingers.
- In extreme cases, swelling and pain in the joints as well as damage to muscles.

Collectively the injuries and the symptoms they cause are known as "Hand Arm Vibration Syndrome" or "Vibration White Finger".



The symptoms of Hand Arm Vibration Syndrome include:-

- Tingling and numbness of the fingers.
- In the cold and wet, fingers go white, then red, then painful.
- You can't feel things with your fingers.
- Loss of strength in the hands.



If the use of hand held vibrating tools really is the only option, you must carry out a HAVS Site Risk Assessment (**FRM/VBS/001**) and reduce the risks as far as possible:-

- Can the job be carried out a different way?
- Use low vibrating tools.
- Use the right tool for the job.
- Ensure tools are maintained to avoid vibration.
- Keep cutting edges sharp.
- Wear well-fitting gloves.
- Keep warm and dry.
- Massage and exercise your fingers.
- Learn to recognise the signs.

The HAVS Site Risk Assessment and Vibrating Tools Exposure Log must be completed to monitor and record your exposure to vibration. For more information visit:-

<http://www.hse.gov.uk/pubns/indg296.pdf>





BEWARE OF HAVS



What is HAVS?

- Hand-arm vibration syndrome (HAVS) is a disorder which affects the blood vessels, nerves, muscles, and joints of the hand, wrist and arm
- It's best known form is vibration white finger (VWF), which can be triggered by cold or wet weather and can cause severe pain in the affected fingers

PREVENT it:

- Always use the right tool for the job
- Check and maintain tools before use
- Make sure cutting tools are kept sharp
- Reduce the amount of time on one tool by doing other jobs in between
- Store tools correctly so that they do not have cold handles when next used
- Keep yourself warm and dry by wearing the appropriate PPE
- Give up or cut down smoking to help blood circulation
- Massage and exercise your fingers during work breaks

For more information: www.hse.gov.uk or consult your GP

Southern Shield Health and Wellbeing Newsletter



Infrastructure Projects Southern
Health & Wellbeing



The Southern Shield Health and Wellbeing Newsletter is now available on the Southern Shield Website under Health and Wellbeing. It covers topics including Eat Well Top Tips, Exercise and Mental Health Awareness:-

<https://www.southernshield.co.uk/health-and-wellbeing/82/>

HS2 Health Heart Stepathon

As part of the "Healthy Heart Month" the HS2 M25 Slip Roads Project Team organised some friendly competition to encourage their people to increase the number of steps they take each day and be more active.

Many of the team already use different on-line tools or fitness bands, so they decided to use an App called "Stridekick" to link all the individual results together into a league table.



With competitors from Osborne, Connect Plus Services and Atkins, the team are planning on awarding prizes for the most overall steps and the most improved, issuing the League Table each week to keep motivation levels high!

Well done to Sean Broughan who completed an incredible 500,000 steps in one month. And also to both Sean and Ian Holden who lost 1/2 stone in the month from their increased activity.

Liverpool Know Your Numbers



Our team, working on the North Liverpool Key Corridor have been focussing on increasing awareness of their individual health and personal wellbeing, through our "Know your Numbers" Campaign; a free and optional confidential medical assessment. These assessments, also attended by our customer have certainly been well received. The team have also now made their defibrillator available to the passing public during working hours – with signage posted to advise the public of this facility.

Well done for providing this protection not only to our workforce but to our customer, suppliers and the public.

Safe, Collaborative and Highly Professional Wandsworth Town (Fairfield Street) Easter Deck Replacements

A massive WELL DONE to our Wandsworth Team, who worked tirelessly over Easter during a 100 hour blockade, to safely and successfully replace the life-expired Fairfield Road Under-bridge. The original four track bridge was replaced with four separate single span steel "U-decks" - all made possible through our collaborative One Team and the commitment and professionalism of all our people, including our customer and specialist supply partners.



Enormous Thanks and Congratulations to Chris Hudson and the Team

For your enormous efforts, dedication and professionalism. Through your exemplar planning and execution you continue to raise the bar, achieving a huge amount of high quality work without incident or accident. You should feel very proud!

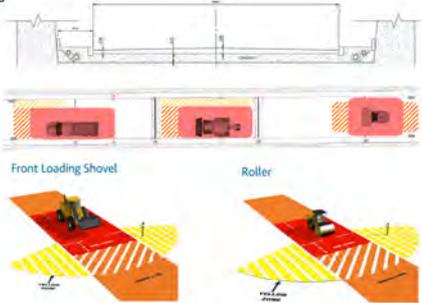
Best Practice Stand-back Review Presentation Dartford Crossing Replacement of Life Expired Joints

In preparation for a Stand-back Review of our project to replace the life expired joints of the Dartford Crossing West Tunnel Approaches, Alex Valkanov demonstrated not only a depth of technical and project knowledge; but also a genuine passion to share his knowledge in a clear, concise, and highly imaginative way that the team would be inspired by. Alex produced a visual presentation that took the team step by step through the replacement scheme - Joint Locations, Details and Conditions, Problems, Constraints and Risks, Proposed Solutions and Preferred Options, and Works Programmes. The presentation was used to inform an open discussion on the efficiency and constructability of the solutions with appropriate images of the joints to ensure a depth of understanding at all stages.

Problems / Constraints / Risks

Work Constraints

- Time limitations, all works will have to be undertaken during a series of night-time tunnel closures, typically 21.00hrs to 05.00hrs.
- Weather, prolonged periods of wet weather will result in raised ground water levels and an increase in the rate of water ingress into the joint recess.
- Access/Egress and People Vehicle Plant Management
- Weekends work only



Design Options

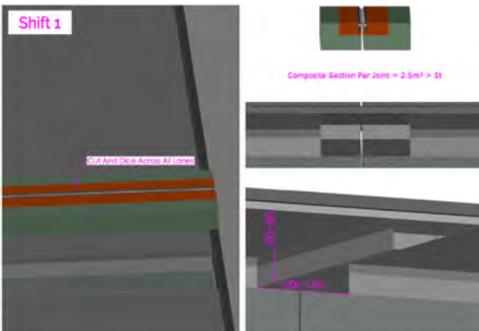
- Option A: Repair of concrete pavement slab + Standard resin encapsulated EMR Joint
- Option B: Repair of concrete pavement slab + Standard HMAPJ
- Option C: Overwide resin encapsulated EMR Joint
- Option D: Overwide HMAPJ
- Option E: Buried Joint
- Option F: Removal of Joint and provision of permeable asphalt subsurface drainage

Drainage Detail

Shift 1

Required Shifts

- Upper Kent 1A
- Upper Essex 1B
- Lower Kent 1A
- Lower Essex 1B
- Shifts 2
- Week 1

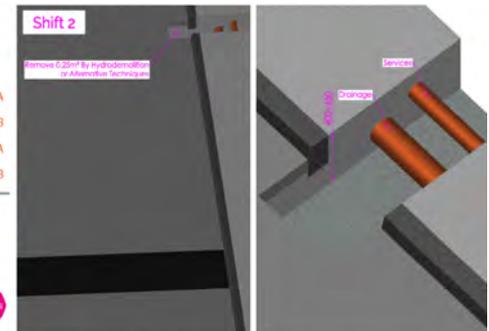


Drainage Detail

Shift 2

Required Shifts

- Upper Kent 1A
- Upper Essex 1B
- Lower Kent 3A
- Lower Essex 3B
- Shifts 4
- Week 2

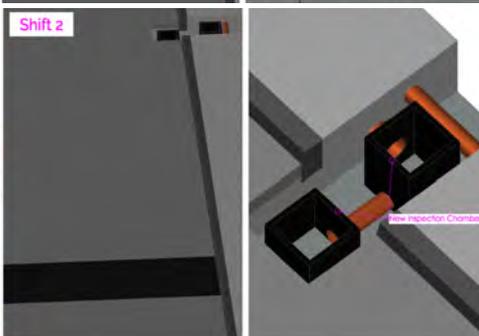


Drainage Detail

Shift 2

Required Shifts

- Upper Kent 1A
- Upper Essex 1B
- Lower Kent 3A
- Lower Essex 3B
- Shifts 4
- Week 2



Drainage Detail

Shift 2&3

Required Shifts

- Upper Kent 3A
- Upper Essex 3B
- Lower Kent 5A
- Lower Essex 5B
- Shifts 6
- Week 4



Well Done Alex Valkanov

For your attention to detail and innovation to ensure the very best solutions are developed for our customers.



March SHE Performance

Improvement Opportunities Frequency Rate (IOFR) the Current Rolling IOFR Is: **3.55**
(Target of 2.5 per 1000 hours worked)

Accident Frequency Rate (AFR) Days since the Last RIDDOR Accident: **326**
The Current Rolling AFR Is: **0.06** against a threshold of 0.01

Service Strike (SSFR) Days since the last Service Strike: **20**
The Current Rolling SSFR is: **0.51**

**March
Total
392**

**March
Safety, Health &
Environmental
314**

**March
Business
78**

Reference	Incident Date	Incident Name	Description of Incident
Injury			
I/025326/001	12 Mar 2018	A23 Brighton Road	Supply chain operative was removing side rails from TM installation vehicle. The spring loaded bar pushed side rail knocking IP hard hat off, causing cut to head.
Environment			
I/025294/018	09 Mar 2018	Gade Valley	Diesel spillage whilst refilling bowser, approx. 25-50L
Service Strike			
I/025319/012	15 Mar 2018	North Liverpool Key	Power cable encountered whilst digging a cross carriageway trench using a hydraulic breaker, through tarmac depth of 260mm.
TM Incursions			
I/025352/001	29 Mar 2018	M1 Drainage	Two unknown vehicles travelled in to the lane closures at low speed. The members of the public passed the workforce with no issue and then drove out of the closure. It appeared that one of the vehicles may have been broken down.
I/025325/003	21 Mar 2018	HS2 Slip Road	Renault Traffic Van had a blow-out on the rear tyre, spun across the lanes without hitting anyone else, before hitting the barrier.
Verbal Abuse			
I/025369/002	14 Mar 2018	A14 Haughley	Attempted TM incursion on A14.
Theft			
I/025377/001	27 Mar 2018	M4	Ford Transit Welfare Van was stolen.
Property Damage			
I/042043/001	31 Mar 2018	Fairfield Street	Whilst undertaking demolition, small section of wall fell on tin shed causing damage to the roof.
Near Miss / Close Call			
I/025322/002	13 Mar 2018	CDF	Unsafe installation of Traffic Management.

Improvement Opportunities

Vehicle Incursions Best Practice

The Infrastructure IO panel reviews every Improvement Opportunity submitted each month. A favourite Improvement Opportunity from the February 2018 IO panel was raised by Chris Bates.



Chris carried out a Leadership Tour and saw that the Traffic Management was installed using a "Nissen Barrier" to prevent access to the road closure, with an additional Chapter 8 barrier in front of the worksite. This is good practice in minimising the risk of vehicle incursions and is also promoted by Highways England's "Raising the Bar 27 – Managing Temporary Traffic Management Incursions" as linked below:-

[Raising the Bar 27 Managing TTM Incursions](#)

Thank you Chris

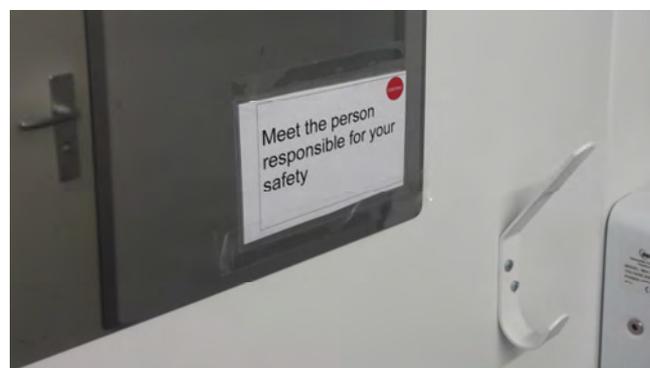
For sharing this good practice and helping to minimise the likelihood and consequences of traffic management vehicle incursions.

Safety Leadership

Another favourite from the February 2018 IO Panel was raised by Danny Jeans. When he

noticed a particular notice on a mirror he was prompted to share this idea further:-

"Meet the person responsible for your safety stickers" on mirrors in the toilets - I've seen them once on a job (Ashford) and it made me think what a great idea it is to have these on all jobs. If it made me think, it can others think too."



Thank you Danny

This is a great example of a simple prompt for people to STOP and Think! about their behaviours.

Occupational Lung Disease

From those submitted in February, we'd also like to recognise Safia Whitwham for her Improvement Opportunity relating to the occupational health hazards which cause lung disease among construction workers:-

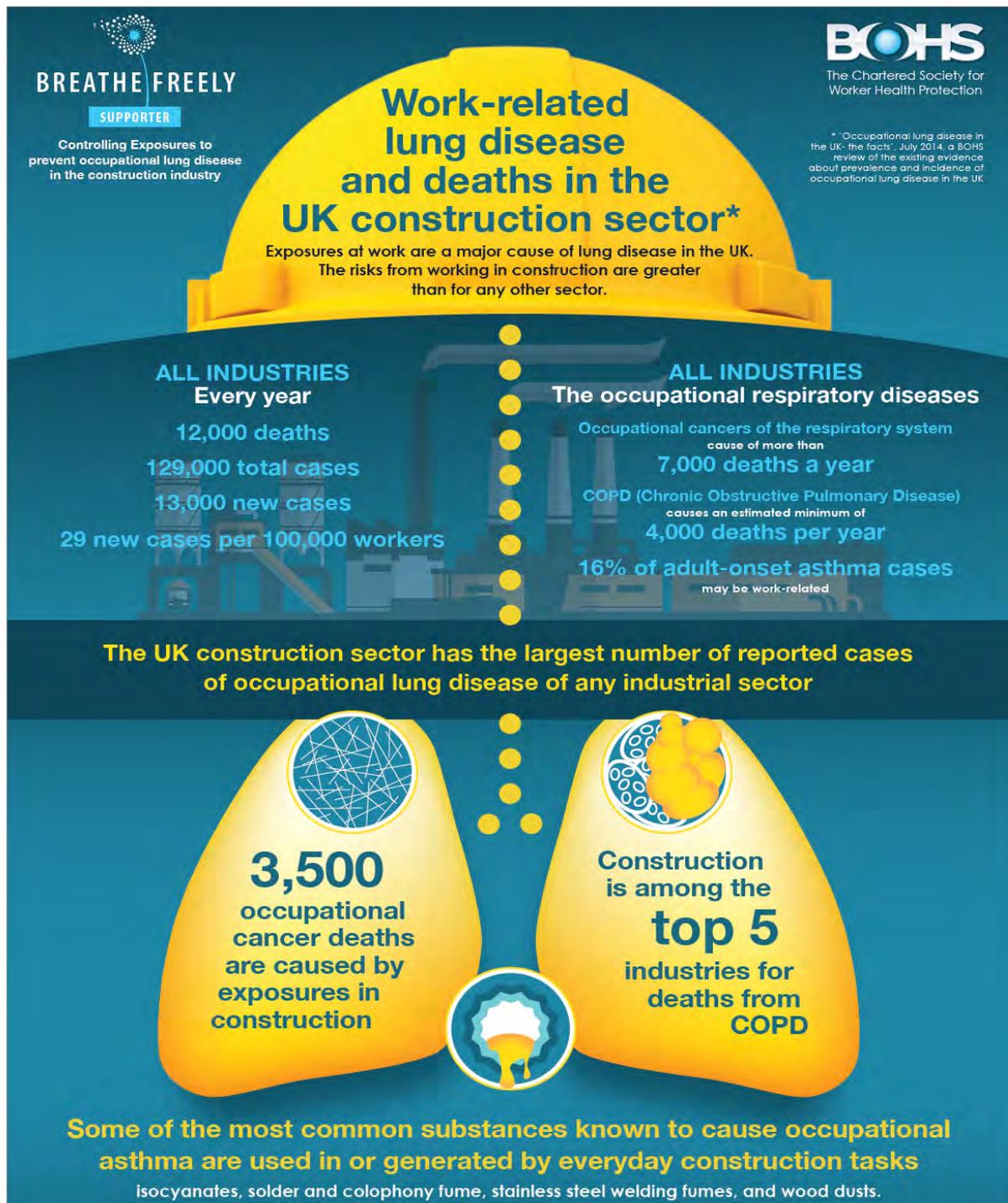
"Construction workers are at a high risk of contracting lung disease. Occupational lung disease in the UK causes significant debilitating ill-health and an estimated 13,000 deaths per year... The "Breathe Freely Campaign" has some great toolbox talks, guidance, fact sheets and case studies that can help with this.

At Gade we will be reviewing the impact of welding fumes in line with this guidance to see if we can make any improvements."

<http://www.breathefreely.org.uk/breathefreelyconstruction.html>

Thank for Safia

For raising our awareness to occupational lung diseases and for actively looking after our workforce at Gade Valley and across the wider business.



Improvement Opportunities

Congratulations and Thanks to our Safety Critical Suppliers

Our suppliers are an important part of our Improvement Opportunity process, sharing their specialist knowledge across the wider industry and helping us to learn together.

We must thank our Safety Critical Suppliers for their continued positive engagement with the system which has seen them consistently top the league tables.

So THANK YOU to:-



Since July last year, all three of our Safety Suppliers - Vital, Coleman and SGC - have been placed in the top 4 suppliers in terms of the number of IOs submitted, and for 7 out of 8 months they have been the top three which is an incredible achievement.

Since Matt Hewett took on his new role as Rail Assurance Manager he has been working closely with our Safety Critical Suppliers, to embed our STOP Think! Culture. Matt has closed out literally hundreds of IOs over the past few months which is an absolute credit to the collective efforts of our suppliers and Matt.



Thank you and please keep up the great work!

Through your submission of quality Improvement Opportunities, together we can make a genuine difference to the industry in which we work.

March IO Statistics

As we came to the end of the financial year the number of Improvement Opportunities raised is unfortunately less than in February, and there is a consistent downward trend from the number of IOs submitted when compared to the same month last year.

In support of our learning culture, please help us to reverse this trend. It has been clearly demonstrated that the reporting of



Safety Statistics

April 2018 - STOP Think!



Improvement Opportunities is improving our safety performance. The more IOs raised – the lower our LTIR. So if you find any issues or potential hazards on your site, please do raise an IO. Thank you.

Top Projects in March

- Twickenham Solum 82
- OTW Hamble Embankment 49
- Gade Valley Viaduct 43
- Wimbledon Depot 16
- Wessex Reactive Building M&E 14

Top IO Originators in March

- Jon Blackman 46
- Justin Thorpe 32
- Sean Coleman 23
- Bruce Williams 21
- Joe Allen 13

Top Suppliers in March

- Vital Human Resources Ltd 12
- Lanes for Drains 2
- Coleman Construction 2
- SGC Rail Solutions 2
- A B A Surveying 1

Top SHE Categories in March

- Access / Egress / Site Security 54
- Site Housekeeping 30
- Personal Health 18
- PPE 16
- Site Welfare 14

Special thanks to Ged Manning
SHE Advisor for King Construction for attending our IO Panel and providing invaluable input.

Infrastructure Improvement Opportunities

Month	Total No. IOs	Total No. People Raising IOs
January	522	153
February	577	149
March	392	112
How many has this site entered last month?		



Tool Box Talk – Nesting Birds



Infrastructure Projects Southern **Toolbox Talk**

Nesting birds

03 May 2016

Did you know?

It is illegal to kill or disturb birds or damage their nests or eggs

- While birds usually nest in trees or hedges they can also be found nesting on the ground, in equipment, amongst materials, in cabins, under eaves or behind drain downpipes
- All birds are protected when nesting and work must be stopped



When is bird nesting season?

Most birds tend to build nests and lay their eggs between March and July. The peak months for breeding are May and June. However, some birds can nest all year round.



Why does this matter?

- A fine of up to £5000 may be given for each offence, each bird may be deemed a separate offence
- Any vehicle that is involved in the damaging or destruction of birds, their eggs or their nests, may be forfeited

Bird nesting surveys must be carried out before work commences and any active nests clearly marked with an exclusion zone.

Do

- ✓ Check that no nesting birds or active nests are present before carrying out site clearances of potential nesting sites
- ✓ Stop all construction and work in the immediate area if nesting birds are present

Do not

- ✗ Kill, injure or capture any wild bird
- ✗ Take, damage, destroy or disturb a nest or eggs of any wild bird
- ✗ Move any machinery, scaffolding or equipment if birds are found nesting

This and other toolbox talks can be downloaded from:

www.southernshield.co.uk

For further information please contact a member of your Environment Team



FIRST ALERT



No - 18/01

CROUCH HILL - UNBONDED SCAFFOLD

During the weekend, scaffolding was erected on a road over rail bridge at Crouch Hill Station in readiness for bridge jacking operations to take place.

The scaffolding structure was erected above the overhead line equipment (OLE) and at the current time, the overhead line equipment is not fully energised. However, there is a possibility for the overhead lines to become energised for testing purposes and for this reason, it was agreed that the scaffold structure would need to be electrically bonded (earthed) to allow for any electrical current affecting the scaffolding to dissipate safely.



During a routine site visit that was carried out today, it was noted that the temporary electrical bonding had not been applied to the structure following its erection. This could cause a “touch potential” hazard for to any person that may have come into contact with the scaffolding structure.

Additionally, the scaffold support towers located at the end of the platforms had no anti climb fencing fixed to them causing an additional trespass and unauthorised access hazard.

Currently, all work on site has been suspended and remedial work is being undertaken to install the electrical bonding via connection to the signal structure.



Additional fencing is also being installed to the platforms and the access bridge to prevent access onto the scaffolding.

An operational close call has been raised and a full investigation in conjunction with the Network Rail Safety Manager is underway. The findings of this investigation will be communicated and shared following the completion of the investigation.

Safe by choice... not by chance

Issue to - Managing Director, All Directors, Departmental Heads and all Site Staff

March 2018



	H&S Alert	FORM	8.2(b)
		ISSUE	02
		DATE	Feb 2018
		PAGE	1 OF 2

H&S Alert – Faulty power joint within a chamber

What has happened?

on the 5th February 2018, in Area 10, our Cabling operatives were working for Dynniq to install fibre cable. One operative proceeded to one of the chambers, lifted the lid, and began to reach for the fibre cable within the chamber. At this point the operative heard a spark from the power joint and quickly retreated. The work ceased immediately.

What potential could this have had?

This incident could well have led to a fatality if the operative had made contact with the faulty 240V power joint.

What have we learnt?

The chamber was full of water with the power joint floating on top. There are signs of degradation to the power joint from over the years and the ingress of water in to the chamber has not helped because it has slowly eroded the resin designed to provide protection to the electricity within.

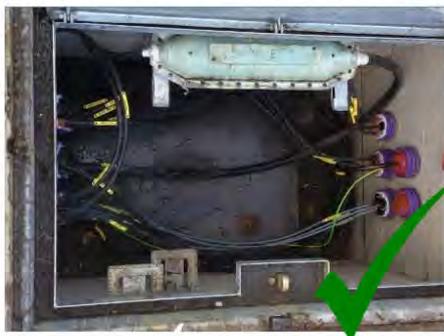
Upon further investigation of the power joint, it appears that the initial set up of it approximately 10 to 15 years ago was not completed properly which allowed the water to seep in to the sides of the joint, causing the sparks.

What can we do?

It is important to complete the installation of the power joint to begin with correctly ensuring the resin has been mixed properly and has set properly within the joint case.

Additionally, we should assess each chamber when we arrive to our sites as part of the Point Of Work Risk Assessment process. Things to look out for:

1. Check the internal condition of the chamber. Is it full of water?





H&S Alert

FORM	8.2(b)
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2. What is the condition of the joint itself like.
Is it clean? – If the joint is covered in silt or dirt it may have been under water previously.
Is the casing discoloured or burnt?
Does it look ok and out of the way or is the plastic casing cracked / broken.
If at the bottom of the chamber does it look like it has been stood on and damaged?



3. Is there a pungent smell of fish? When the cable insulation gets hot it smoulders and it gives off a strong fishy smell.



4. Listen for a crackling electric sound as this can signal a loose connection.





SafetyAlert

TEMPORARY WORKS – EXCAVATION COLLAPSE.

27th March 2018

Incident Description

A near miss occurred on Wednesday 7th March 2018 when an open excavation collapsed on site at the A14 improvement project in Cambridgeshire. The works included the excavation of a trial hole to identify the position of existing gas services. A contributing factor was that the ground was also very wet following recent heavy snow/rain.

The excavation to expose the services had been completed and steel shuttering sheets were installed around the trial hole. This installation was incomplete and not in accordance with the temporary works design. No pre-access inspections had been carried out. An Investigation into this incident is now underway.

There was no one present in the excavation at the time of the collapse, and there were fortunately no injuries. However, the photographs below demonstrate the potential severity of this type of incident.



Immediate Actions Taken:

- Work was immediately suspended and an exclusion zone set up around the incident area.
- An Industry Alert has been issued by UKPN.
- Investigations have commenced.

Root Cause:

- The temporary excavation supports were not installed as designed.
- Lack of inspection by a competent person prior to access/use.
- Lack of understanding/consideration of the potential impact that the poor weather conditions will have on an open excavation(s).

Actions to Prevent Re Occurrence:

- Safety Stand Down and re start induction/briefings have now been carried out.
- A full review of the Safe Systems of Work is being carried out.
- When temporary works are installed They shall be constructed in accordance with the agreed design and inspected on completion (and prior to use).
- An inspection by a competent person shall be completed and recorded at the start of each shift, and after any event that may have affected strength or stability, such as heavy rain or following prolonged dry periods or change in traffic management.

If you have any enquiries please contact the National Health and Safety Team via NH&ST@highwaysengland.co.uk
HEI044





Company HSQE Alert – No. 18-01(A) Title: Eye Injury – Cottingham road.

Template Rev: May17

Update of Alert no 18-01

An incident occurred at Cottingham Rd where an AMCO operative sustained an eye injury caused after a length of steel banding tape that he was clearing from site, flicked up, displaced his safety glasses and caused a laceration to the white part of his eye. The IP visited Northampton hospital where a stitch was put in during surgery. He has since seen a number of specialists and is he is booked in for a further operation on Wednesday the 7th of March.

It is important to note that what was initially perceived to be a minor accident caused by an innocuous action, could have a potentially serious outcome. With this in mind, please carry out a Toolbox Talk this week, reminding all persons, including sub-contractors and agency labour on site that any activity must be considered to a few seconds of "Stop, Look, Think: is it safe?"



Steel Banding Tape



IP's Eye Protection

Additional comments:-

It goes without saying that we sincerely hope that the surgery is a success and there is no lasting damage to IP's eye and we all wish for a full and speedy recovery.

A level 2 investigation will be undertaken which will identify the root cause of the accident but in the meantime, the supply chain will be asked to provide an alternative, where possible, to steel banding on materials. All teams are to consider appropriate methods of removing and disposal of banding and other securing products, as well as selection of Oakley type goggles when removing these items.



SafetyAlert

People / Plant interface – RIDDOR Reportable – 7 days – Broken Toe

February 2018

Incident Description:

On the 9th February 2018 at 2010, during refuelling operations, the rear drum of a roller came into contact with a surfacing operative's left foot resulting in a broken big toe.



Investigation Findings:

1. Improper decision making or lack of judgement - Roller driver moved before he was certain the IP was clear of the machine
2. Lighting Issues - Lighting to the area was good but once other plant had left the parking area, the section where the incident occurred was dark.
3. The safe system of work that manages the risk of the people plant interface was not adopted. The IP was stood in close proximity to plant which was prohibited under the SSOW.
4. Lack of spatial awareness - The IP believed he was in a position of safety due to the fact he was stood on a raised verge. His foot was hanging over the verge / half battered kerbstone allowing contact with rear drum of the roller.

Actions:

- Ensure that plant operators and site personnel are aware of ALL safe systems of work for their particular tasks
- When operating plant and equipment guards, ensure the safe system of work that has been identified and is implemented fully at the work site
- Ensure that the agreed controls are documented in the risk assessment for the activity and that these controls are implemented every time the activity is undertaken
- Ensure adequate supervision is present at site
- Ensure correct training has been given to the personnel who carry out the activity
- Ensure that safe system of work is included in pre - start site safety briefings and safety stand downs

If you have any enquiries please contact the National Health and Safety Team via NH&ST@highwaysengland.co.uk

HEI045





Buried Services; From design to construction..... Identification, Notification, Protection & Approval

Introduction

In February 2018, a work team appointed to undertake a work package for ecological habitat creation in a land locked location, inadvertently crossed the route of a high-pressure gas pipeline in an adjacent arable field to the work location.

As the contractor was scraping the surface to lay geotextile membrane and a stone temporary access route across the (Cadent) pipeline operator's helicopter survey team noted these works were in an area that had not been notified to them or approved by them for crossing.

The contractor's team on site were visited by a Cadent Pipeline Patrol representative who arranged for the route of the pipeline to be marked, notification, provided a copy of "[Safe working in the vicinity of National Grid high-pressure gas pipelines](#)" booklet, agreed crossing protection measures, future works inspections and for the logging of the works with Cadent.



On a further visit by another Cadent Pipeline Patrol representative and further notification of scope of works and items to use the crossing, it was notified to the contractor that larger plant would require additional design checks and approvals before access could be confirmed and approved.

Learning / Key Points

1. Approved suitable access routes

Key learning point;

In addition to service checks for any breaking ground in construction work package location or any scraping of surfaces, ANY vehicular or plant access route that is not on an approved public right of way or approved highways grade access road MUST also have service searches to ensure the route taken does not cross any services that require the service / asset operator to approve the crossing and/or the protection measures for works vehicles and plant using these routes to access the work site.

2. Services awareness and avoidance;

Pre Construction Information Pack (PCIP) and ongoing design

For this work package location, the PCIP did not detail the "significant hazard" in the adjacent field which was required to access the work location due to no other public access way.

Key learning points;

Designers; The access routes to works locations as detailed in point 1 above should be considered and at the earliest stage and throughout works planning and design, the principal designer and designers should identify, eliminate or control foreseeable risks and to provide to the principal contractor relevant information.

Desktop Utility Record Search (DURS) for designers and contractors.

For Enabling Works Contract North, the access to a central provision for any one working within EWC North boundaries is available. This provides a consistent reference point for identification, notification, protection & approval requirements for all who design, undertake and assure the works on and around buried or other services within the works areas.



Wessex Safety Learning Event

Over the weekend, a vehicle secured access to the track through Brockenhurst yard. While this event is under investigation, it is believed that the gates to the yard were left unlocked.

The vehicle was driven down the cess and there is the potential that had the RRV not been parked there, the vehicle may have travelled further.

This trespass resulted in HV feeder cable damage and could have resulted in a much more significant safety event.



For more information please contact: Ian Gibb, Outer Workforce Health, Safety & Environment Advisor
(ian.gibb@networkrail.co.uk)

Points for discussion:

Everyone should discuss these points with their teams – whether in the office or on site

- How secure are your sites of work? If you have a concern have you raised these, and close called them if appropriate?
- When you leave your site of work are the entry points secured?
- Are you clear of the processes if an access point or entry point is discovered unlocked?

Best Practice Tips for a Secure Site

- Always lock and secure access points to sites at the end of the working day.
- Close and repair gaps beneath gates and fences that can be crawled through.
- Remove keys and leave all plant and equipment secure.

Are your Sites Childproof?

Do you remember the incident involving seven-year-old Conley Thompson who was found dead on a construction site in Barnsley? He entered a vertical pipe and was unable to get out. His breathing became restricted as he slipped further into the pipe and his clothes pushed up around his body. In another incident, teenagers gained access to the railway by climbing over the parapet of a railway underbridge and then under two fences. It is believed that one of the group climbed onto an empty coal wagon and came into contact with the live overhead line. He was pronounced dead at the scene.

REMEMBER - It is the Easter Holidays.

What steps are you taking to stop children getting onto your sites to prevent incidents like these?

Key Points for April

- **Vehicle Incursions**

- **Best Practice** – We must ensure that we are putting as much protection in place as we can for our workforce, including the teams who install traffic management. Ensure our teams are aware of best practice relating to reducing incursions by visiting the Highways England Safety Hub Web Page.
- **Incursions Campaign** – Month three of the incursions campaign focusses on reporting such events to help produce a strategy for reducing the risk of incursions.

- **Working Responsibly**

- **Safety of the Line after Engineering Works** – Ensure that on completion of all engineering works a nominated competent authorised person undertakes an inspection of the track to confirm that it is safe for trains at the authorised line speed. Review the effectiveness of the steps that you already take and implement any addition measures required to ensure the safety of the line.

- **Keep Your Site Secure**

- **Unauthorised Vehicle Drives Down Cess** – Ensure that when you leave your site ALL entry points are secured. Be clear of the process if an access or entry point is discovered to be unlocked.
- **Are your Sites Childproof?** – Look out for any signs of trespass and well-worn paths. Ensure all gaps that can be crawled through are closed and repaired. Remove keys and leave all plant and equipment secure.

- **Heath & Wellbeing**

- **Hand Arm Vibration** – Always use the right and well maintained tool, keep warm and dry and take regular breaks.

- **CECA Stop. Make a Change 16-27 April 2018** – Campaign Focus on Mental Health and Plant Safety.

- **Cultural Survey 16-29 April 2018** – Please support this important survey.

- **BEWARE!** – **Weil's Disease**. This is a serious and sometimes fatal infection that is caught from rat urine. Be very aware of the presence of rodent activity and avoid stagnant water. Cover cuts and grazes and wear gloves and protective clothing.

- **STOP Think! Refreshers** – Coming soon to Infrastructure...



Infrastructure STOP Think! Refreshers

Coming Soon!



"Thinking **differently**...
Making **better** decisions...
Changing **lives**"

Watch this space...





“Thinking **differently**...

Making **better** decisions...

Changing **lives**”